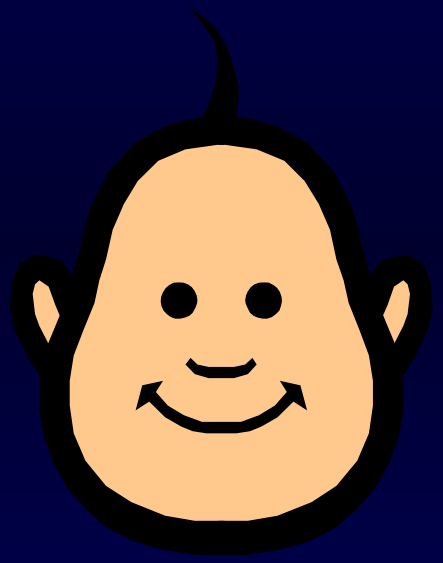
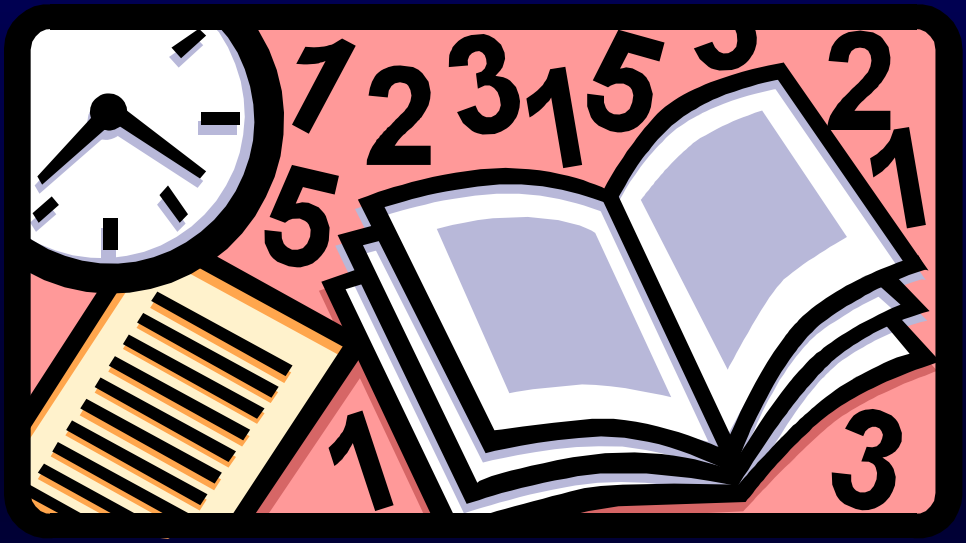
CYMS Hourly Reservations

This tutorial will cover the following processes:



1. How to create slots to reserve
2. How to make reservations
3. How to view reservations/print a reservation report
4. How to cancel reservations
5. How to adjust minimum/maximum counts after slots have been created

Hourly Reservations - Creating Slots



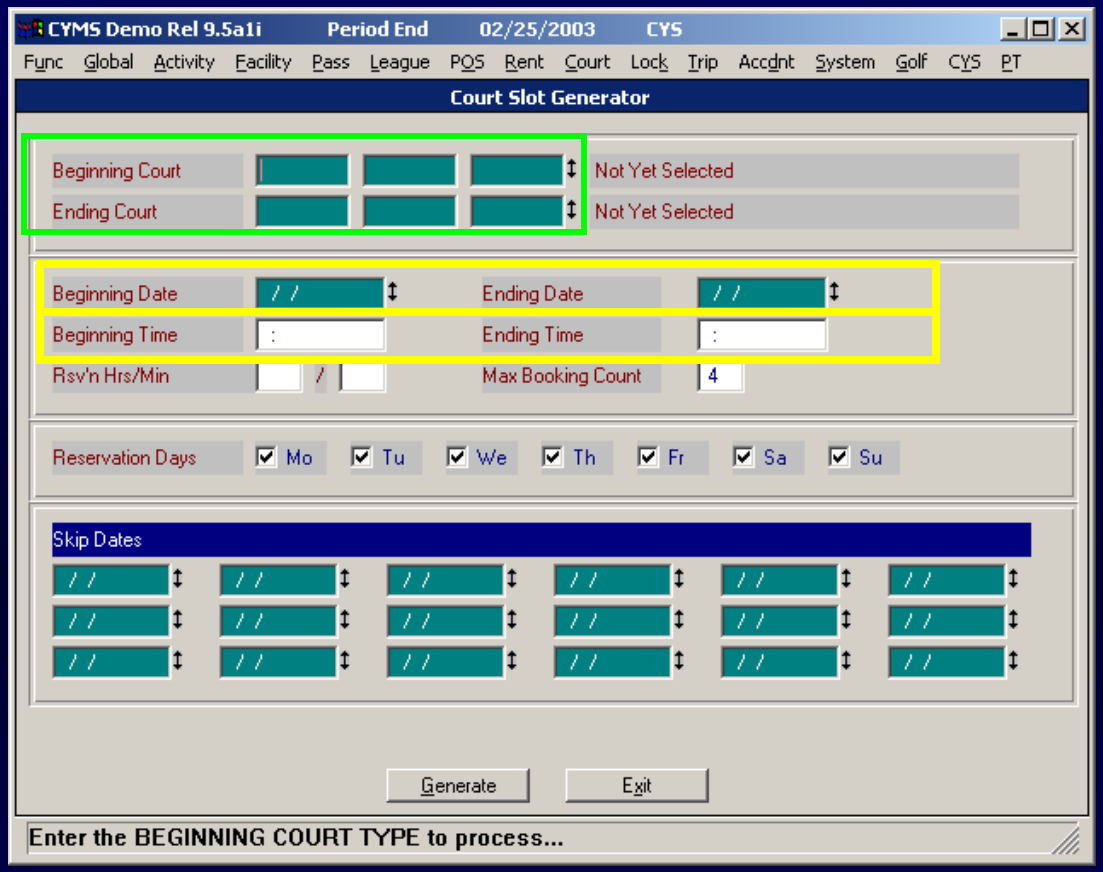
Before reservations can be made, time slots must be created.

Court Slot Generator creates those time slots.

<u>PATH</u>: Period End – Court -- Court Slot Generator.

Hourly Reservations - Creating Slots

Hint: To make a calendar appear, right click in any date field



Type in the Date Range and Time Range.

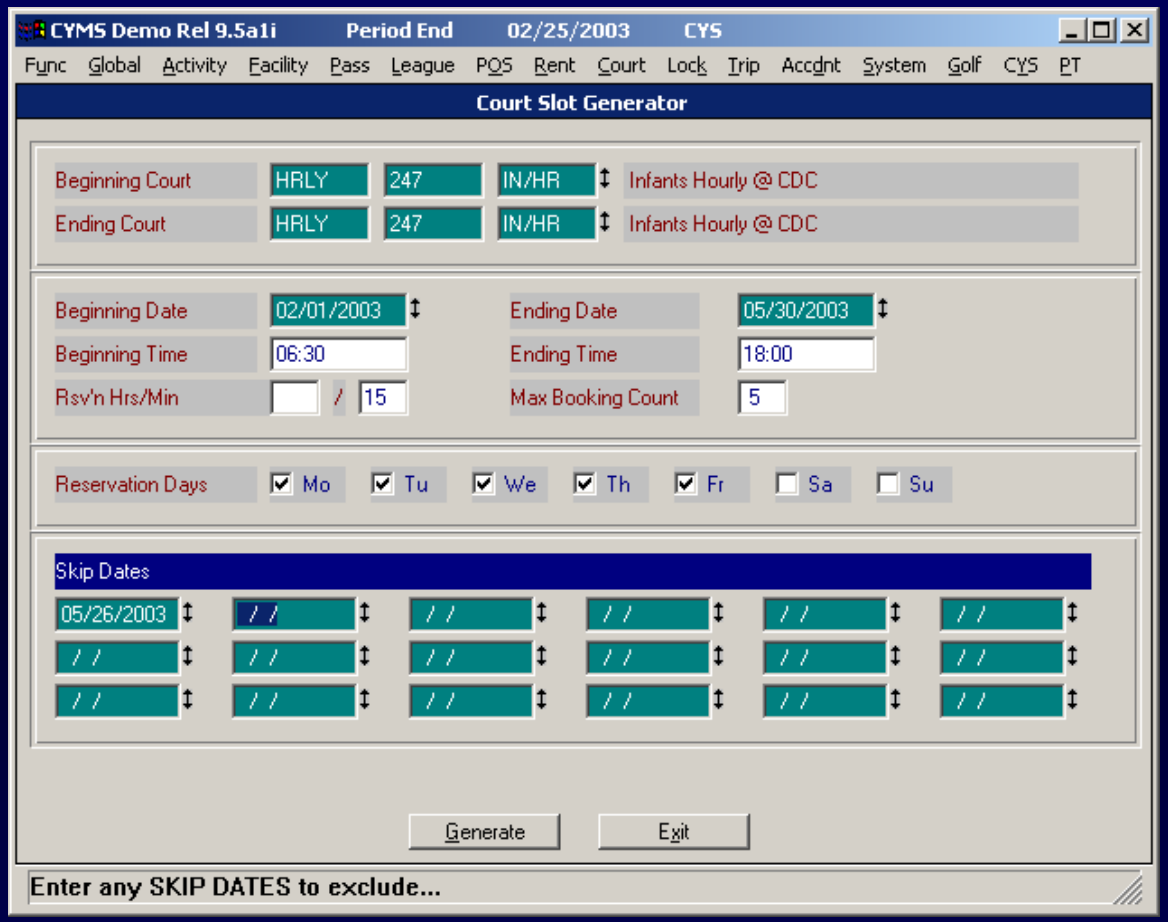
Note: Most people create slots for several months at a time.

Right click for your Beginning and Ending "Court" - the list that appears will show hourly care locations that have been set up in CYMS.

Since maximum counts are usually different for each age group, you would create slots for each court separately.

Hourly Reservations - Creating Slots

Toggle which days you wish slots to be generated and type in dates you wish to skip (holidays)

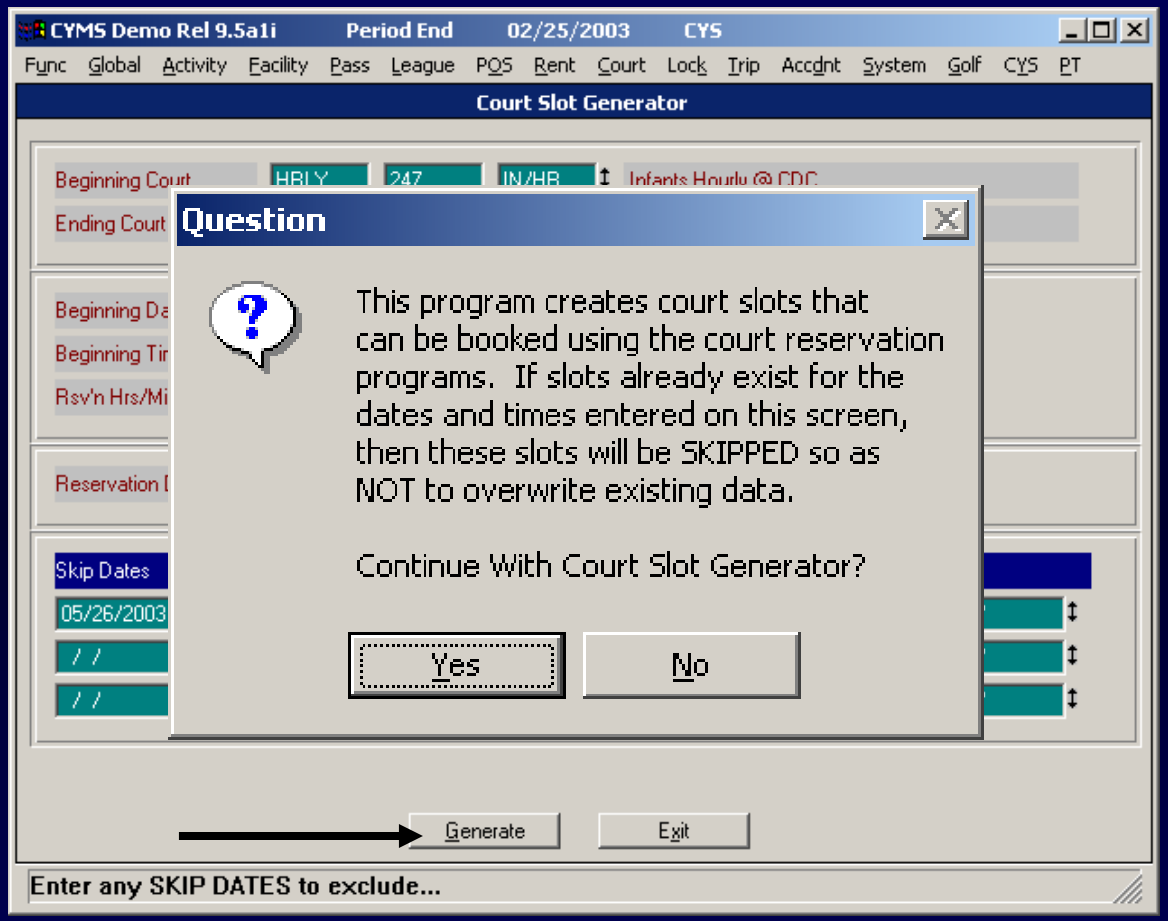


Enter the number slots available in this room

Define in minutes how far apart you wish the slots to be made.

<u>Example</u>: If you allow people to make reservations for 1 hr and 15 minutes, you should type in 15 to establish 15-minute time blocks (<u>30 min</u> and <u>1 hr 0 min</u> are also common entries)

Hourly Reservations - Creating Slots



Click Yes at the message .

Basically it says it won't overwrite slots that are already booked

Click Generate

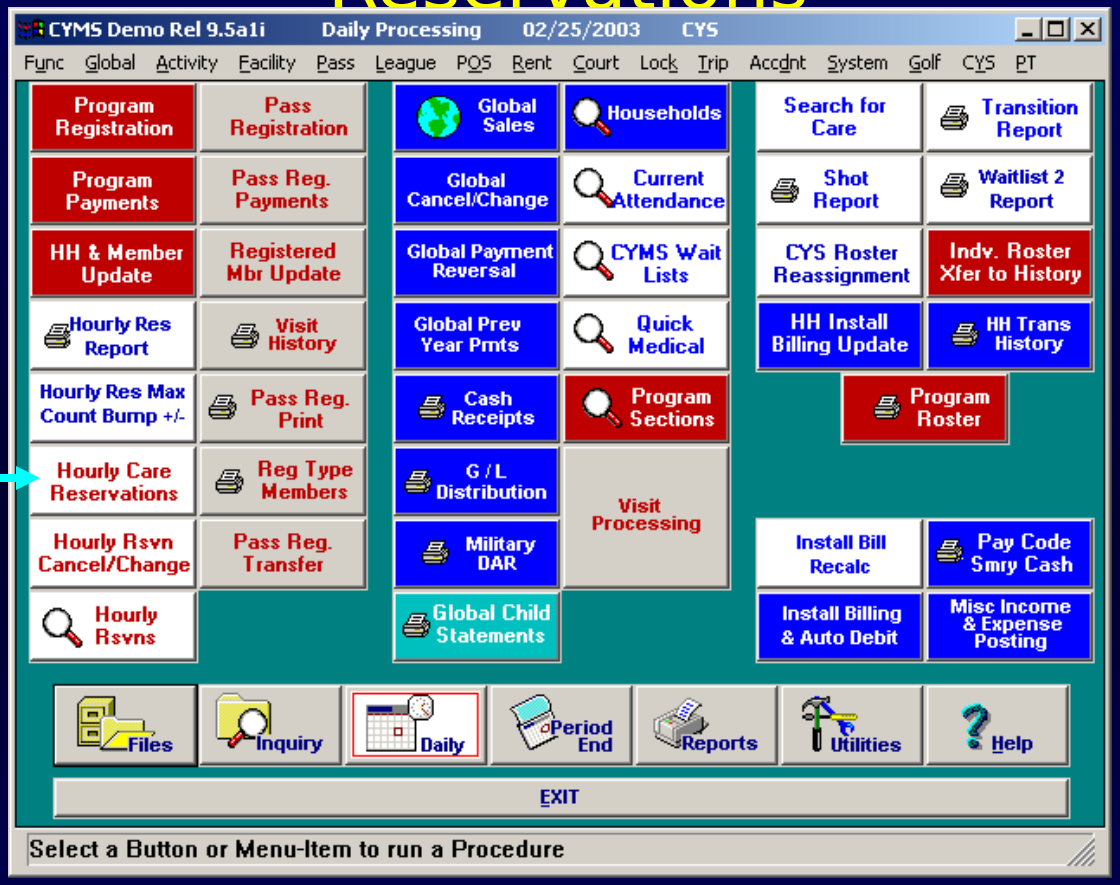
Hourly Reservations - Creating Slots

- Repeat the slot generation process for all other age groups / courts you have.

- Pay close attention to the Max Booking Count since it is usually different for age groups /classrooms.

When all slots have been created, you are ready to begin making hourly reservations!

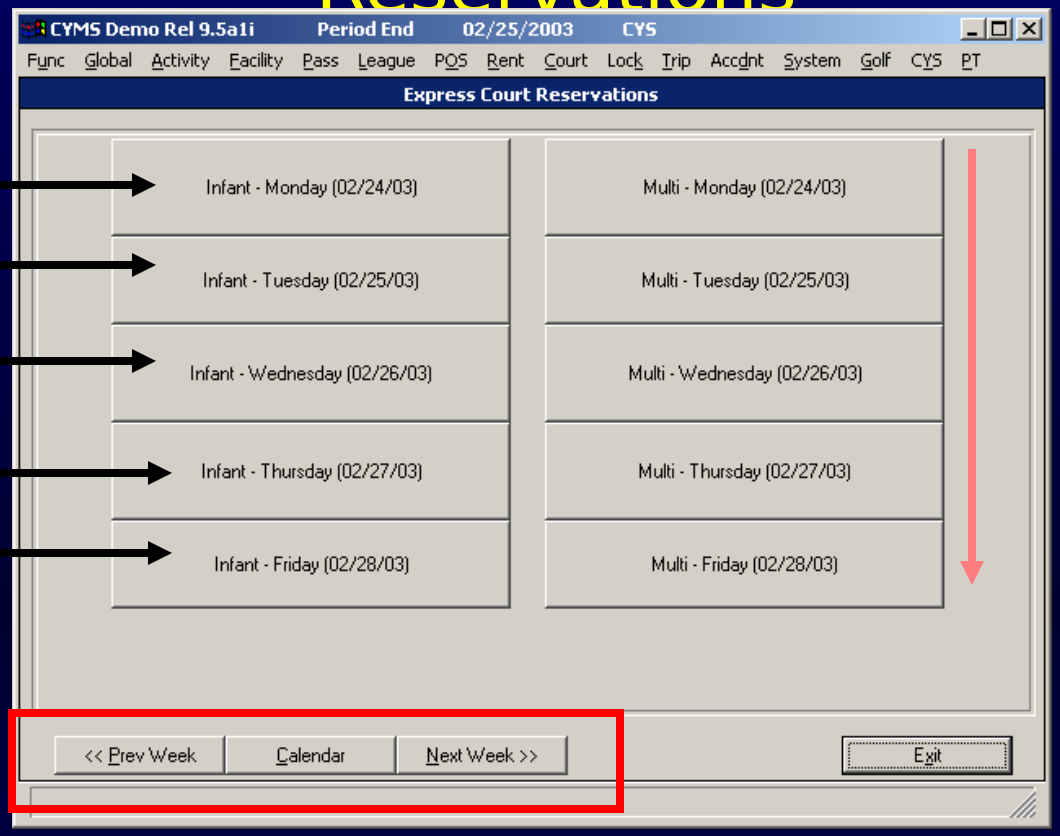
Hourly Reservations - Making Reservations



To make an hourly reservation, click the Hourly Care Reservations button

Hourly Reservations - Making Reservations

Each **button** represents a **day** of the week



Each **column** of buttons represents an **age group**.

This base takes Infant and Multi-Age reservations

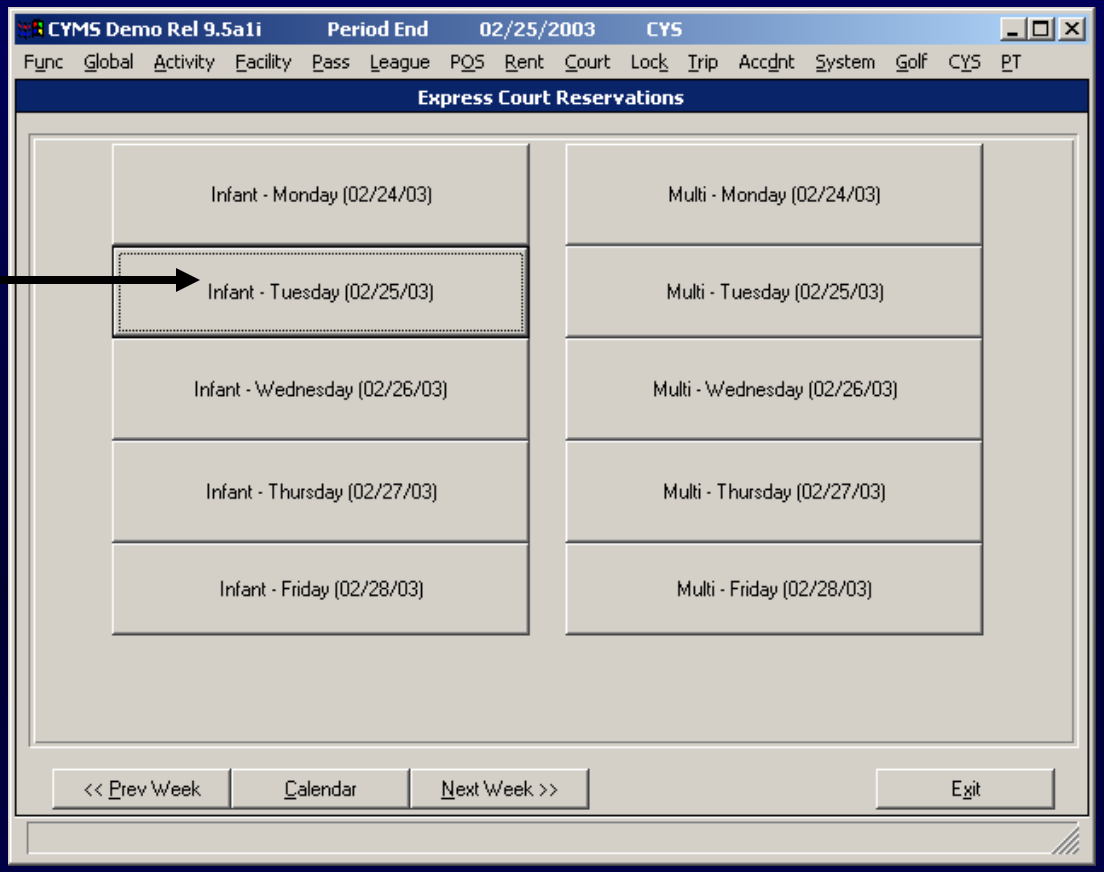
Prev Week: Moves the dates on your buttons back one week.

Next Week: Advances the button dates forward one week.

Calendar: Pops a calendar and lets you change your

Hourly Reservations - Making Reservations

Click the correct day in the Infant column



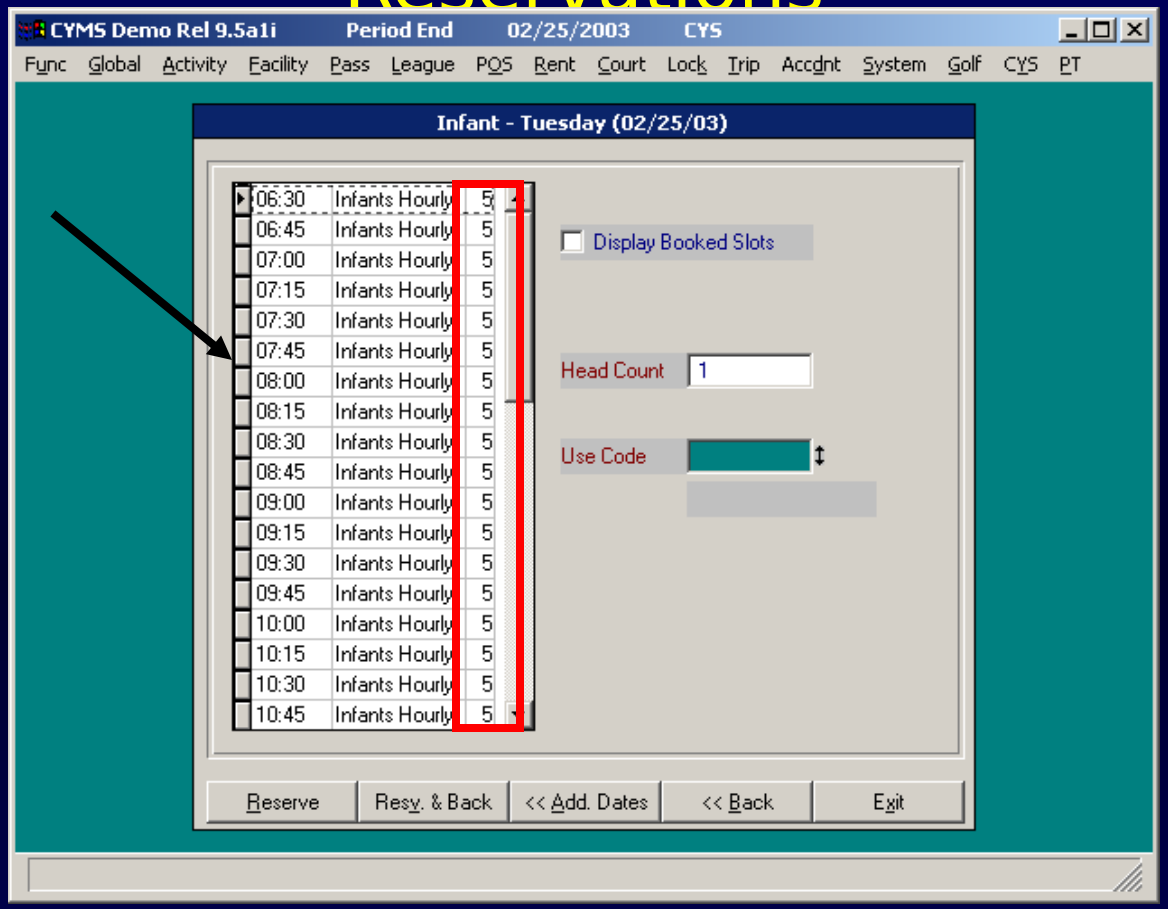
Let's say a parent needs to book time for an infant

today (Tues, 2/25/03)

from 8:00-10:30

Hourly Reservations - Making Reservations

Grey Boxes = Multi-Select Boxes



Note

This is how many children can still be booked for each time slot

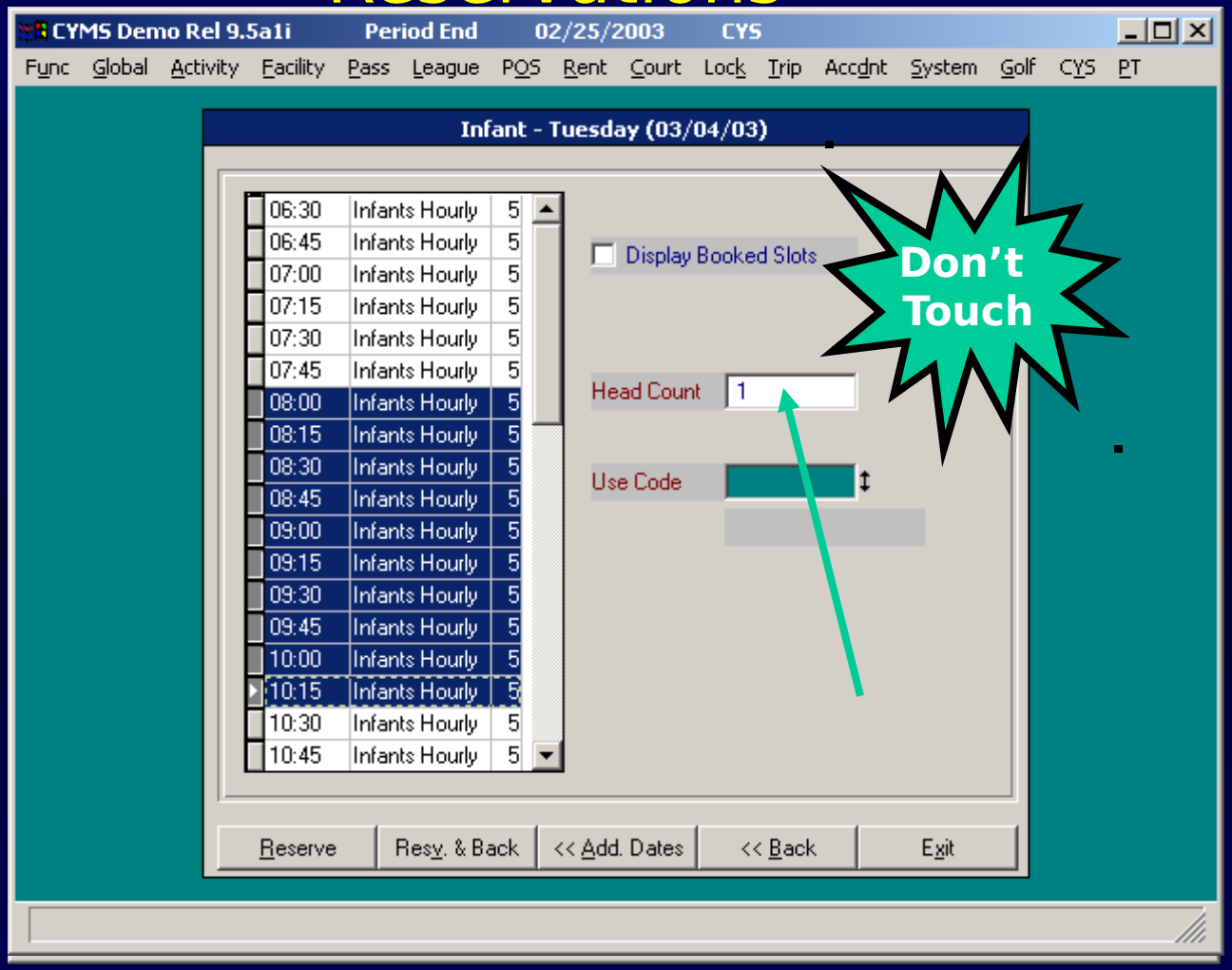
Click and drag in the Multi-Select Boxes.

To make a reservation from 8:00-10:30, the last block of time that needs to be highlighted is the 10:15 block

Hourly Reservations - Making Reservations

Select another day.

Don't forget to use Prev, Next or Calendar to change dates on your buttons



Then click the correct day…

..And select more time

If the customer wants to book more time, click Add Dates.

Hourly Reservations - Making Reservations

Important

Lookup by Family Member

Then click Select to finish

CYMS Demo Rel 9.5a1i Period End 02/25/2003 CYS

Func Global Activity Facility Pass League POS Rent Court Lock Trip Accdnt System Golf CYS PT

Family Member Listing

Fam Member Name	Birthday	Gender	Primary Guardian	Partial Address	Res Flag
Messier, John		Male	Jones, John		Yes
Messier, John		Male	Messier, John	83457 Howdee Doodee Ave	Yes
Messier, Kathy		Female	Messier, John	83457 Howdee Doodee Ave	Yes
Messier, Petra	09/12/2002	Female	Messier, John	83457 Howdee Doodee Ave	Yes
Messier, Sara	08/01/2001	Female	Messier, John	83457 Howdee Doodee Ave	Yes
Military, Jim		Male	Military, Jim		Yes
Montoya, Inigo		Male	Montoya, Inigo	2 Princess Bride Lane	Yes
Montoya, Minnie	07/10/1993	Female	Montoya, Inigo	2 Princess Bride Lane	Yes
Montoya, NO		Female	Montoya, Inigo	2 Princess Bride Lane	Yes
Montoya, Unborn		Male	Montoya, Inigo	2 Princess Bride Lane	Yes
Montoya, Wesley	06/05/2002	Male	Montoya, Inigo	2 Princess Bride Lane	Yes
Moore, David		Female	Moore, Janey	49 Abe St	Yes
Moore, Elizabeth	09/04/2000	Female	Moore, Janey	49 Abe St	Yes
Moore, Janey		Male	Moore, Janey	49 Abe St	Yes
Musinger, Chance	07/15/2001	Female	Musinger, Jerry	458 Persnickety Lane	Yes
Musinger, Deborah		Female	Musinger, Jerry	458 Persnickety Lane	Yes
Musinger, Jerry		Male	Musinger, Jerry	458 Persnickety Lane	Yes
Mutton, Mary Ann		Female	Mutton, Merlin	12 Sheep St	Yes

Select Details Exit

And link the reservation to the child NOT the parent.

Hint: Children on the list have birthdays displayed

To finish, click Reserve or Reserve & Back

Hourly Reservations - Making Reservations

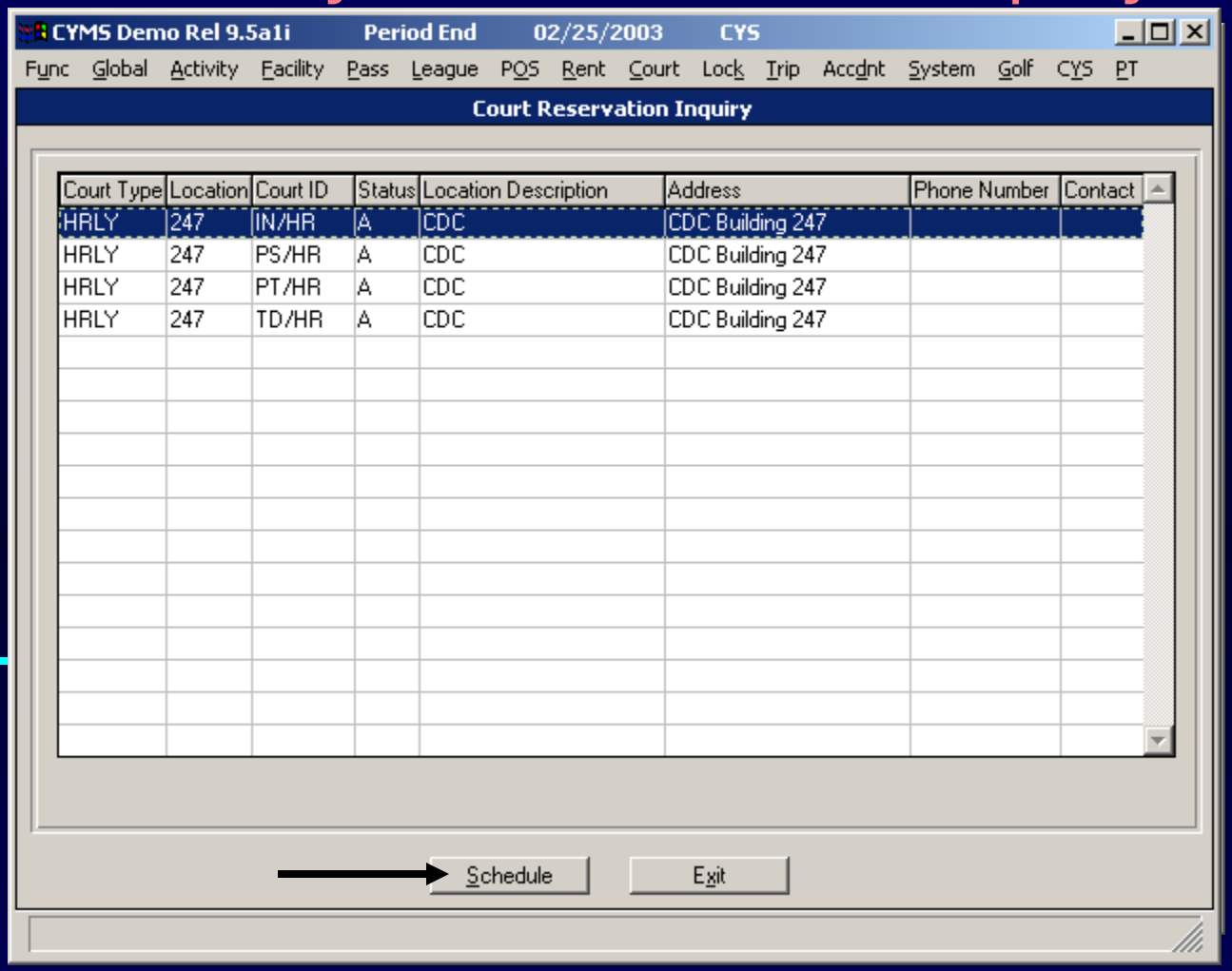
And that’s it!

You just made an hourly reservation in CYMS

Making Reservations - Key Points

1. Link the reservation to the child not the sponsor or spouse
2. Remember, if you want to book time from 8:00-9:00 and you are using 15 minute blocks the last block you should highlight is 8:45
3. Reservations for multiple kids in the same household need to be made separately --- do not use the Headcount!
4. If you change the dates on the buttons, make sure you change them back for the next reservation
5. No double booking!

Hourly Reservations - Inquiry



Highlight the room/age group you wish to view and Click Schedule

To view Reservations, click the

Hourly Reservations button

Hourly Reservations - Inquiry

02/25/2003 Schedule for HRLY-247-IN/HR

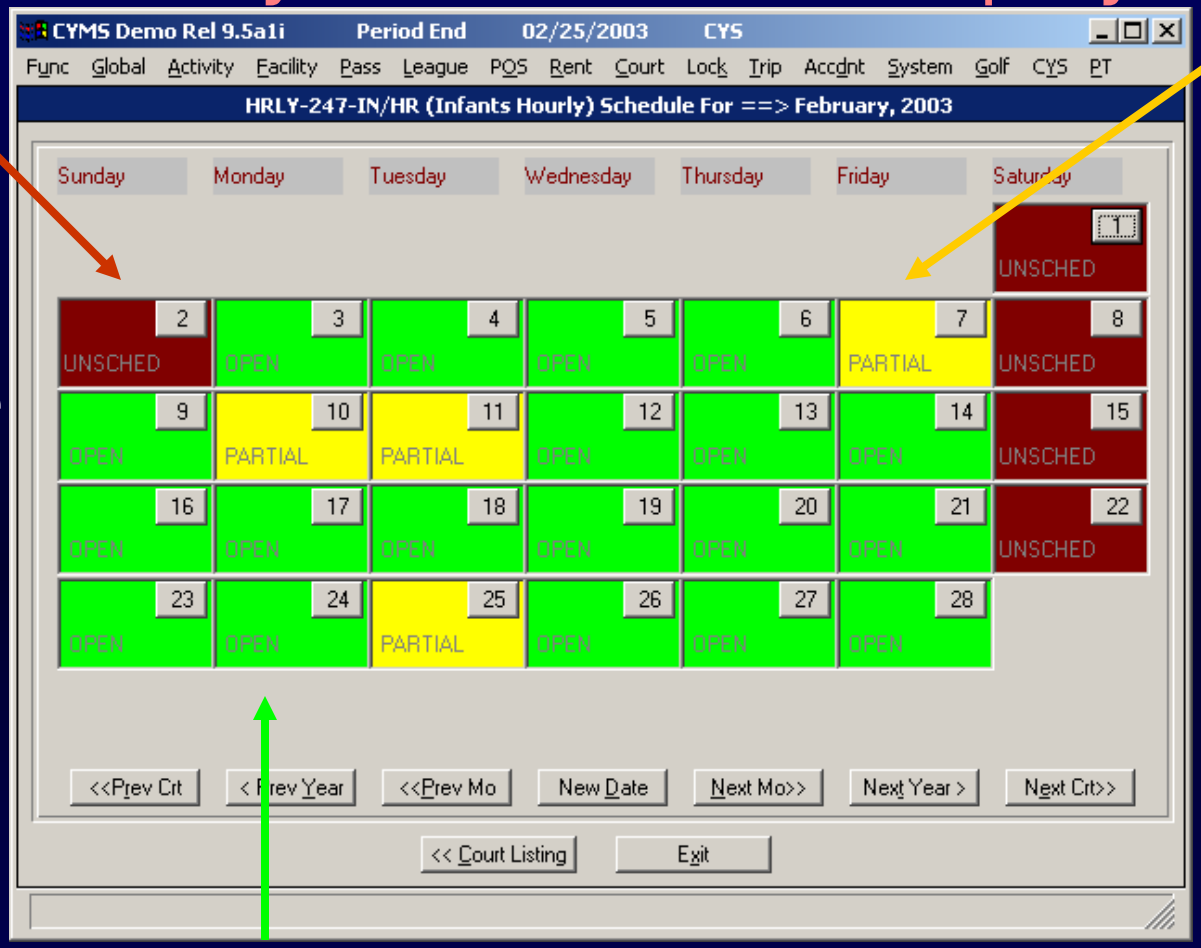
Beg Time	End Time	Status	Rsv Holder(s)
06:30	06:45	Open Time Slot	
06:45	07:00	Open Time Slot	
07:00	07:15	Open Time Slot	
07:15	07:30	Open Time Slot	
07:30	07:45	Open Time Slot	
07:45	08:00	Open Time Slot	
08:00	08:15	4 Slots Avail	[1: Petra Messier(1)]
08:15	08:30	4 Slots Avail	[1: Petra Messier(1)]
08:30	08:45	4 Slots Avail	[1: Petra Messier(1)]
08:45	09:00	4 Slots Avail	[1: Petra Messier(1)]
09:00	09:15	4 Slots Avail	[1: Petra Messier(1)]
09:15	09:30	4 Slots Avail	[1: Petra Messier(1)]
09:30	09:45	4 Slots Avail	[1: Petra Messier(1)]
09:45	10:00	4 Slots Avail	[1: Petra Messier(1)]
10:00	10:15	4 Slots Avail	[1: Petra Messier(1)]
10:15	10:30	4 Slots Avail	[1: Petra Messier(1)]
10:30	10:45	Open Time Slot	

OK | << Calendar | Exit

To view a different day, click Calendar

Click the number of the day you wish to view reservations on

Hourly Reservations - Inquiry

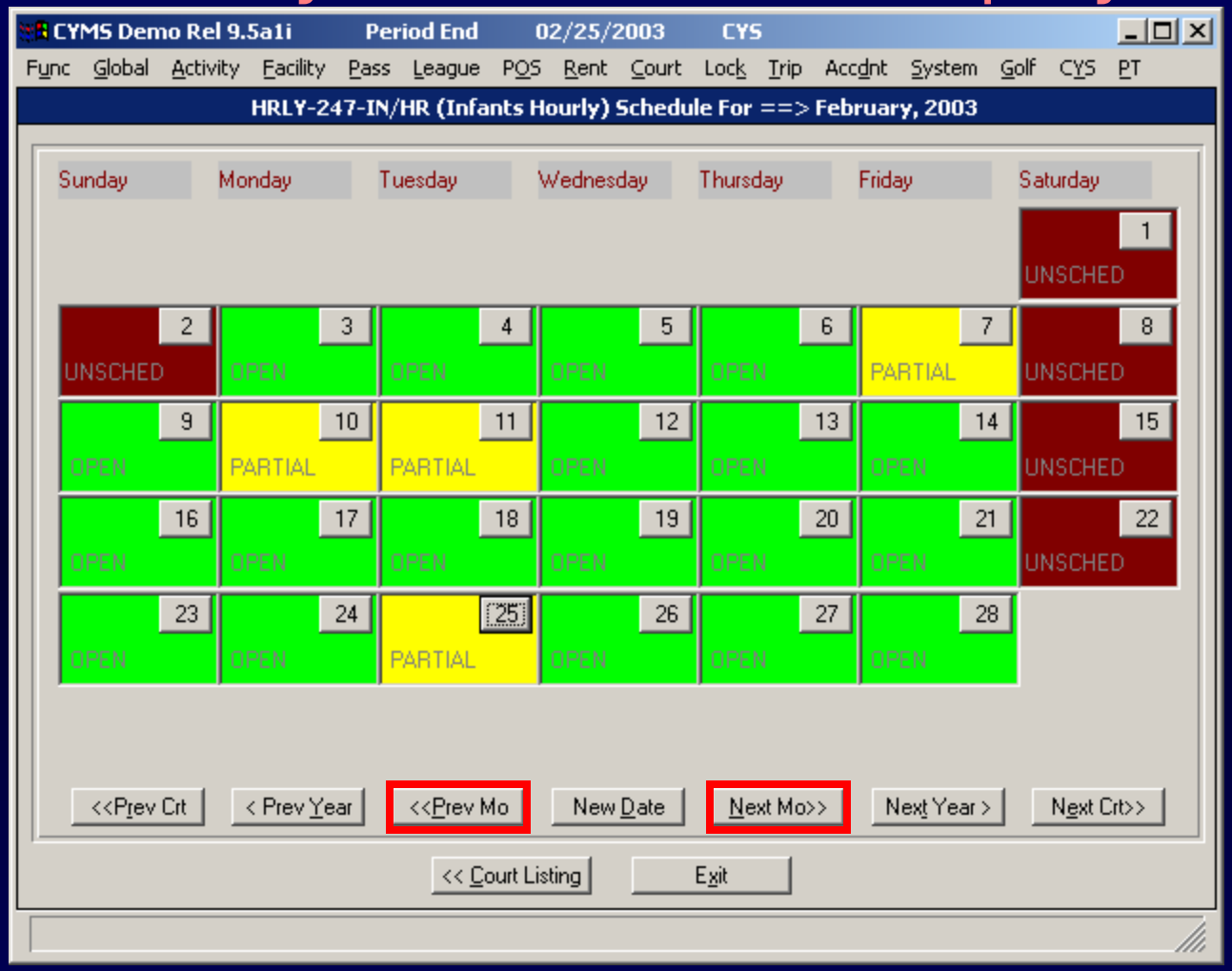


Unsched means no slots have been created

Partial means some time has been booked on this day

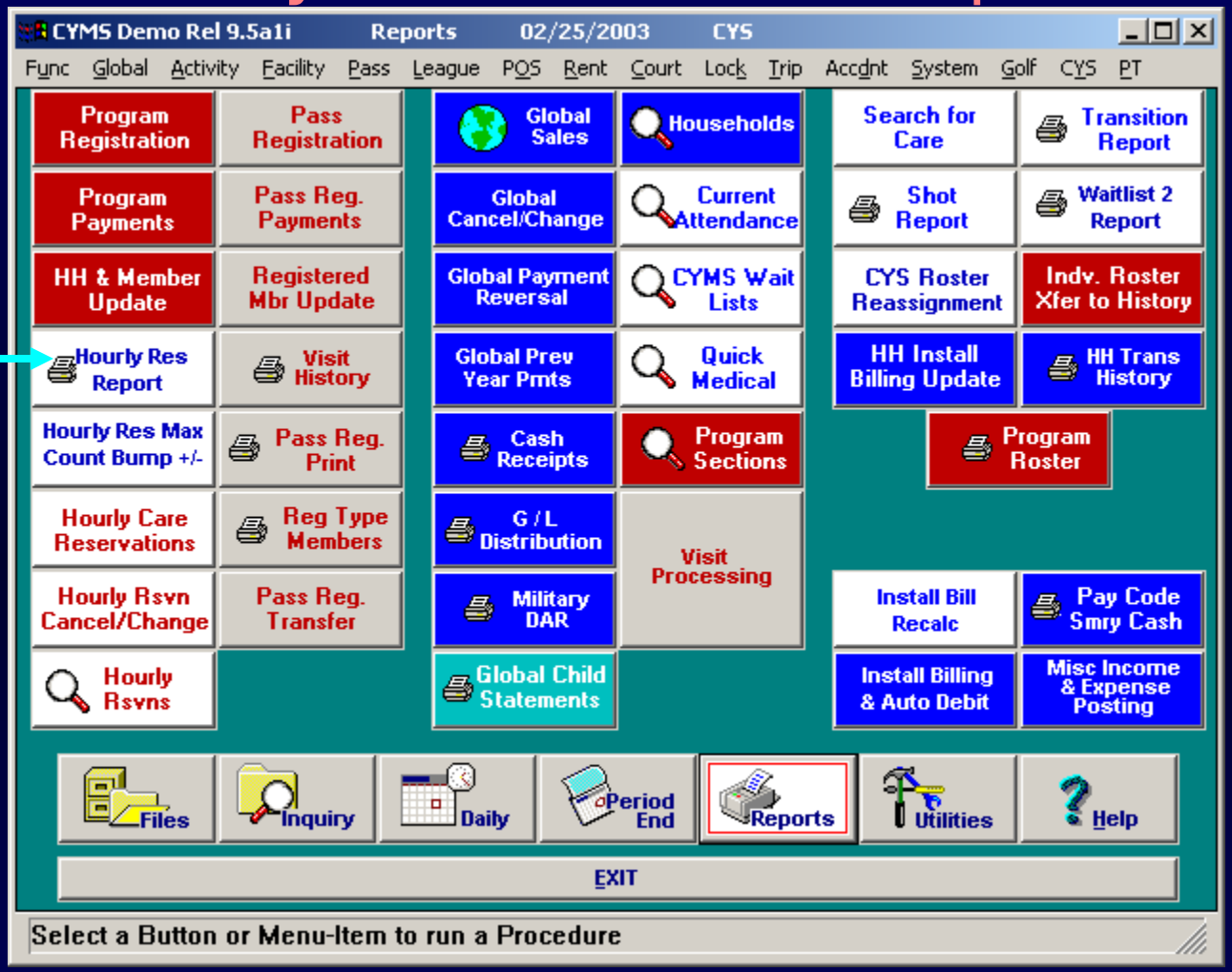
Open means no time has been booked yet on this day

Hourly Reservations - Inquiry



These buttons take you from month to month, forward and back

Hourly Reservations - Report

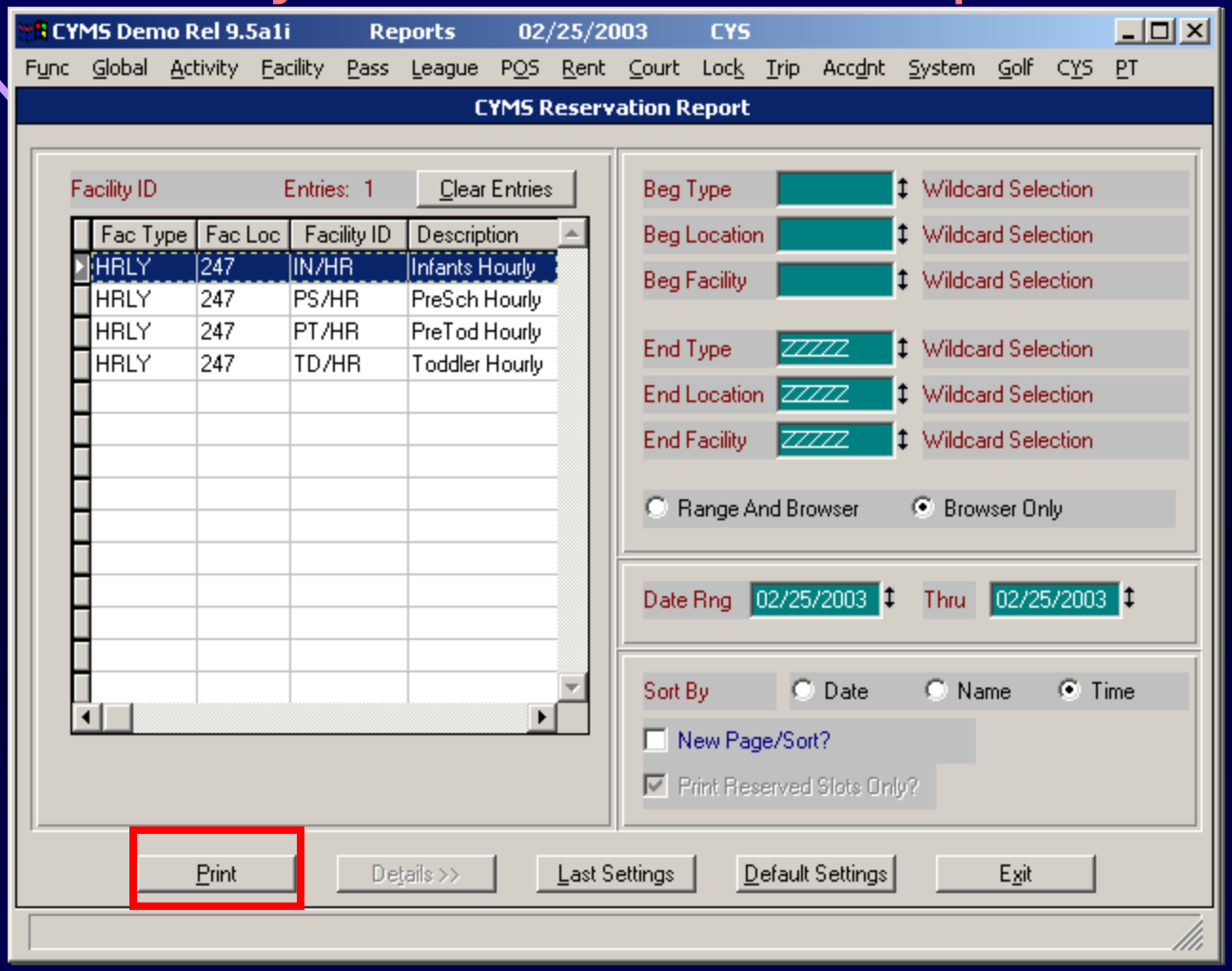


To print a list of children who have reservations, click the Hourly Reservation Report button

Hourly Reservations - Report

Highlight the room(s) you want in the Browser

Click Print and select your printer



Toggle Browser Only

Type in the Date Range you wish to report on and how you want the report to Sort

Hourly Reservations - Report

VSI Print / Preview

File Help

Print | Select Printer | Exit

"This document conforms to the privacy act of 1974: 10 USC 30 31"

CDC CYMS Demo Page:

Run Date: 02/25/03 CYMS RESERVATION REPORT

Run Time: 16:09 User:

Beg Time	End Time	Date	Reservee	Loc	Type	ID	Age	Age Group	Home Phone	Work Pho
06:30	08:00	02/25/2003	Harrington, kid	247	HRLY	IN/HR	1.2	2-PTOD1	(802)879-6993	(802)879-6
08:00	10:30	02/25/2003	Messier, Petra	247	HRLY	IN/HR	0.4	1-INF	(802)862-6369	(802)455-8
08:15	10:30	02/25/2003	Jessup, Alejandro	247	HRLY	IN/HR	4.4	4-PS	(802)862-1981	
12:30	14:00	02/25/2003	Allen, Travis	247	HRLY	IN/HR	2.5	3-TOD	(802)042-3823	

***** TOTAL SLOTS IN SELECTION RANGE ---------- 230

***** TOTAL RESERVED SLOTS IN SELECTION RANGE --- 31 PCT USED: 13.48

***** TOTAL HEADCOUNT IN SELECTION RANGE -------- 31

SELECTION CRITERIA:

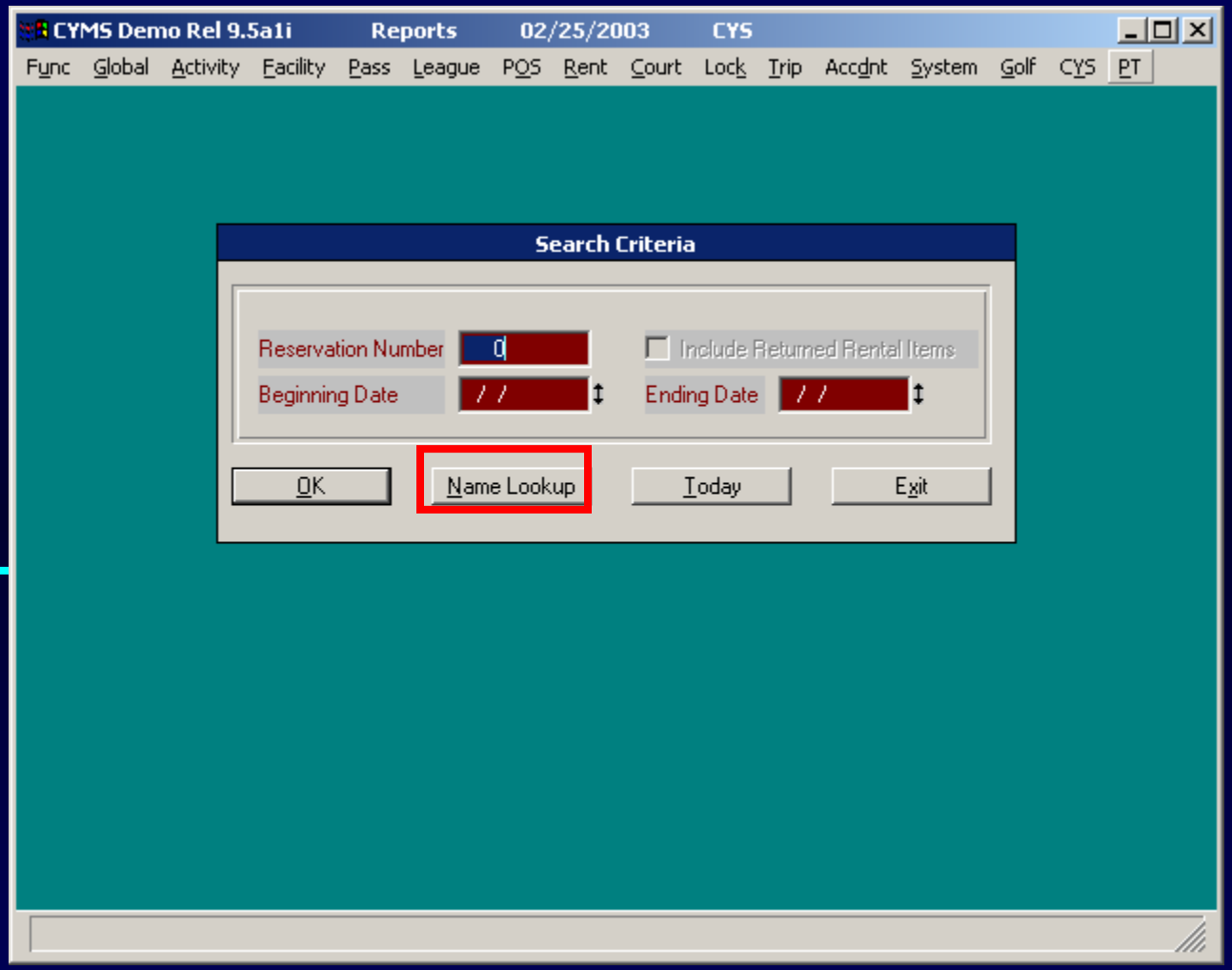
Print Reserved Courts Only? ===> yes

Date Range ==========> 02/25/2003-02/25/2003

The hourly reservation report can sort by name, time or date.

Printer: \\VSI_PDC\Support Laser using PCL 5e | Font: ProFix 2 | Font Size: 8.25 | Lines/Page: 79 | Pages: 2 | File: c:\vsi\temp\report.CYS

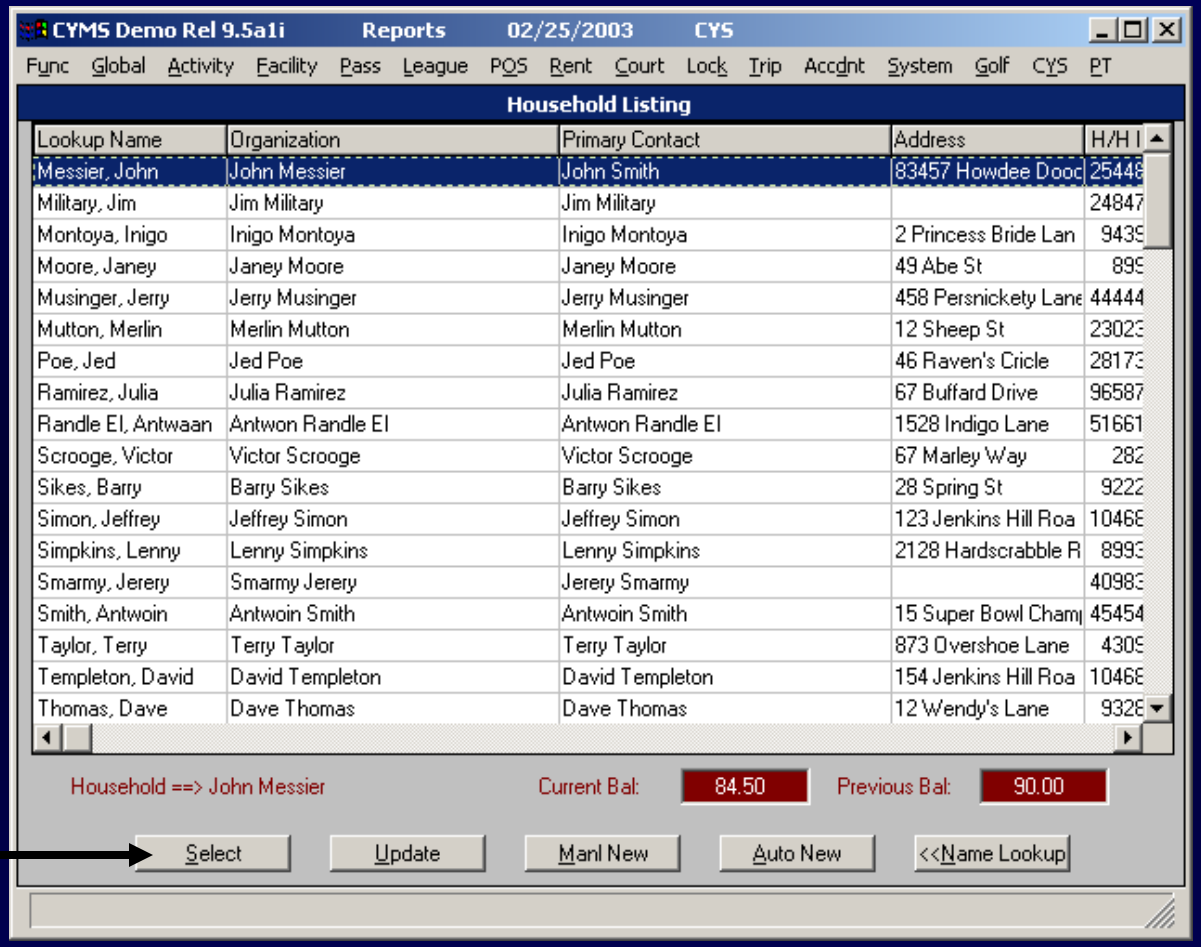
Hourly Reservations - Cancellations



Then click Name Lookup

To Cancel an Hourly Reservation, click the Hourly Rsvn Cancel/Change button

Hourly Reservations - Cancellations

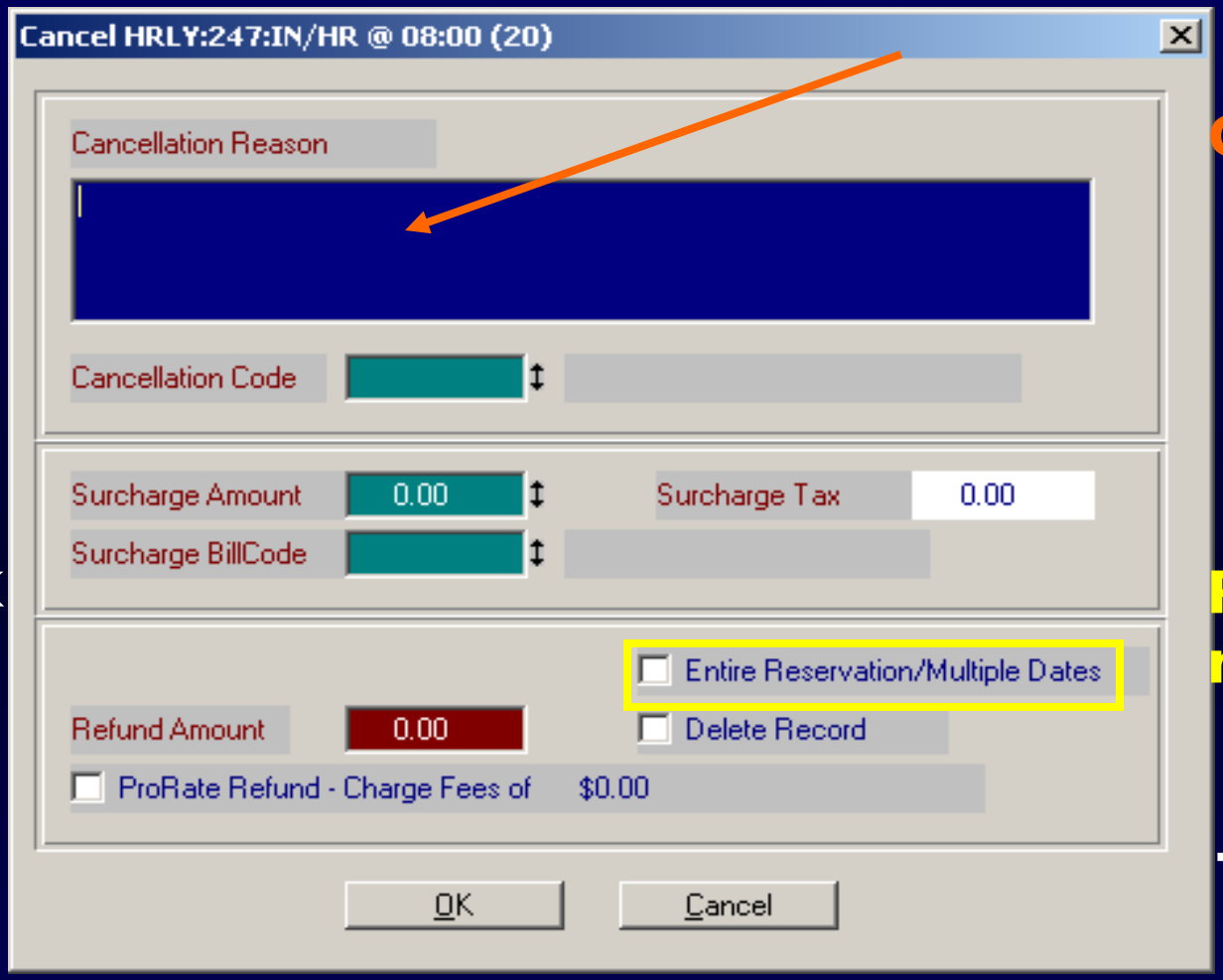


Lookup the household...

...and select it!

Hourly Reservations - Cancellations

Highlight any time block from the 2/25 reservation and click the Cancel /Void button



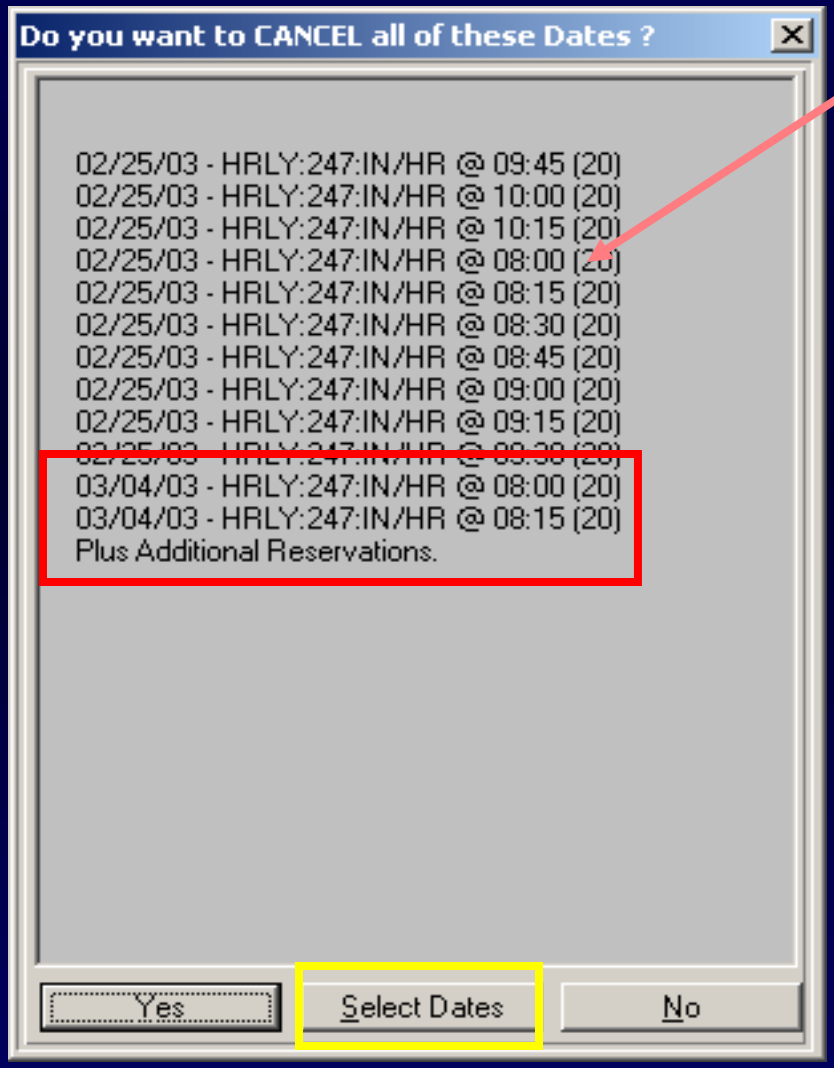
Use Cancellation Reason for any notes!

Click Entire Reservation /Multiple Dates

Then click OK

Let's say this household wants to cancel their entire 2/25 reservation

Hourly Reservations - Cancellations



IMPORTANT: Be careful here.

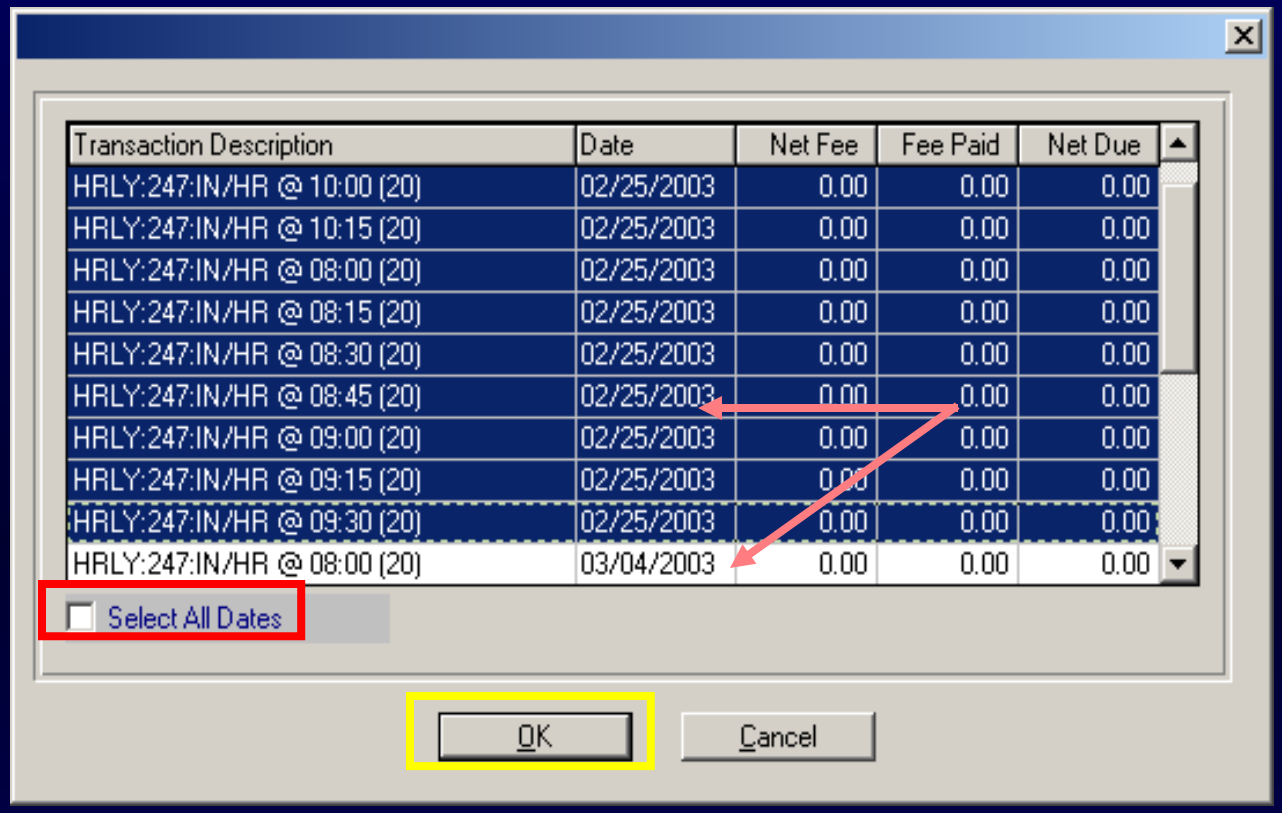
Notice there are other reservations for other days linked to the 2/25 reservation number (#20)

If you select Yes here you will cancel all of those reservations!!

Instead, click Select Dates

Hourly Reservations - Cancellations

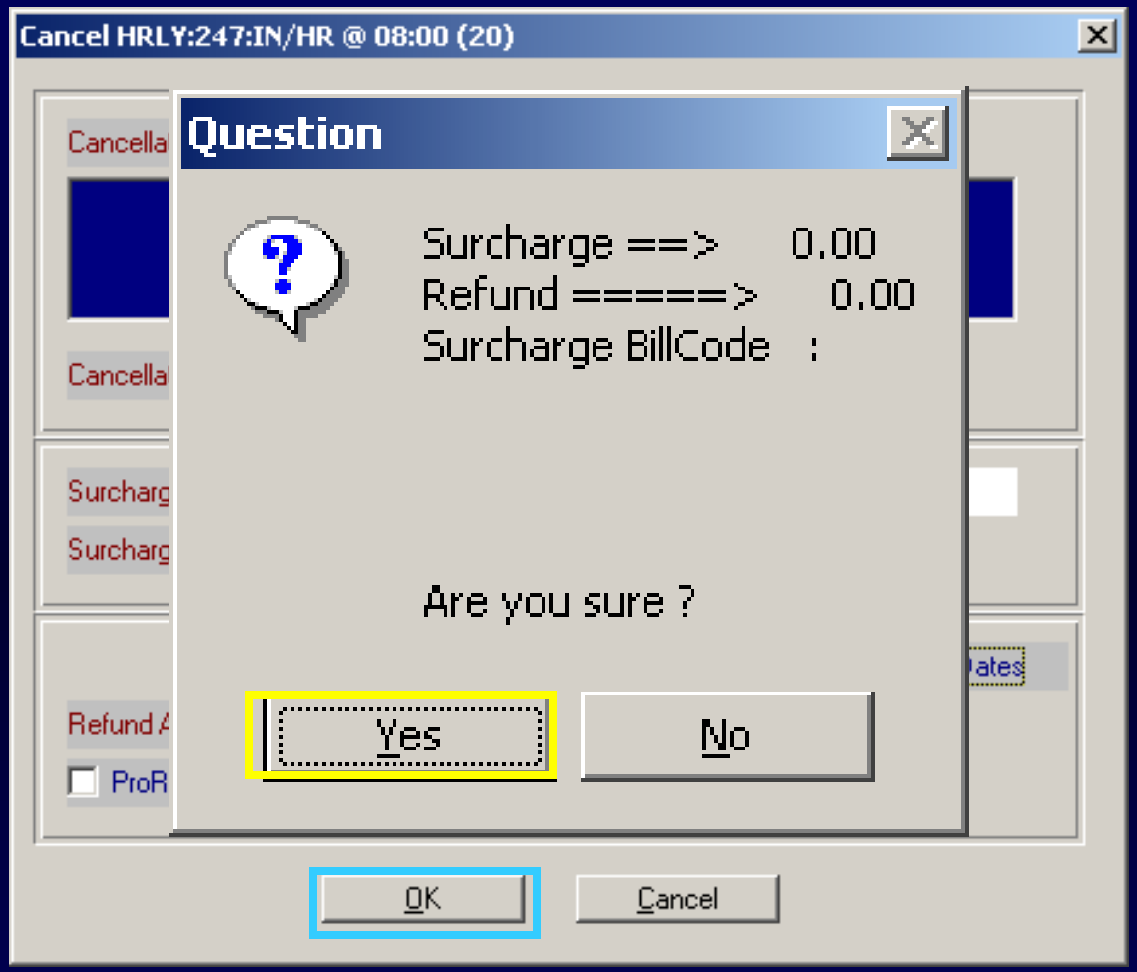
If you toggle Select All Dates, the system assumes you want to cancel all the linked reservations. Only toggle this when applicable!



Hold down the CTRL Key on your keyboard and click each time block you wish to cancel.

Be careful not to click any reservations that are linked to a different date.

Hourly Reservations - Cancellations

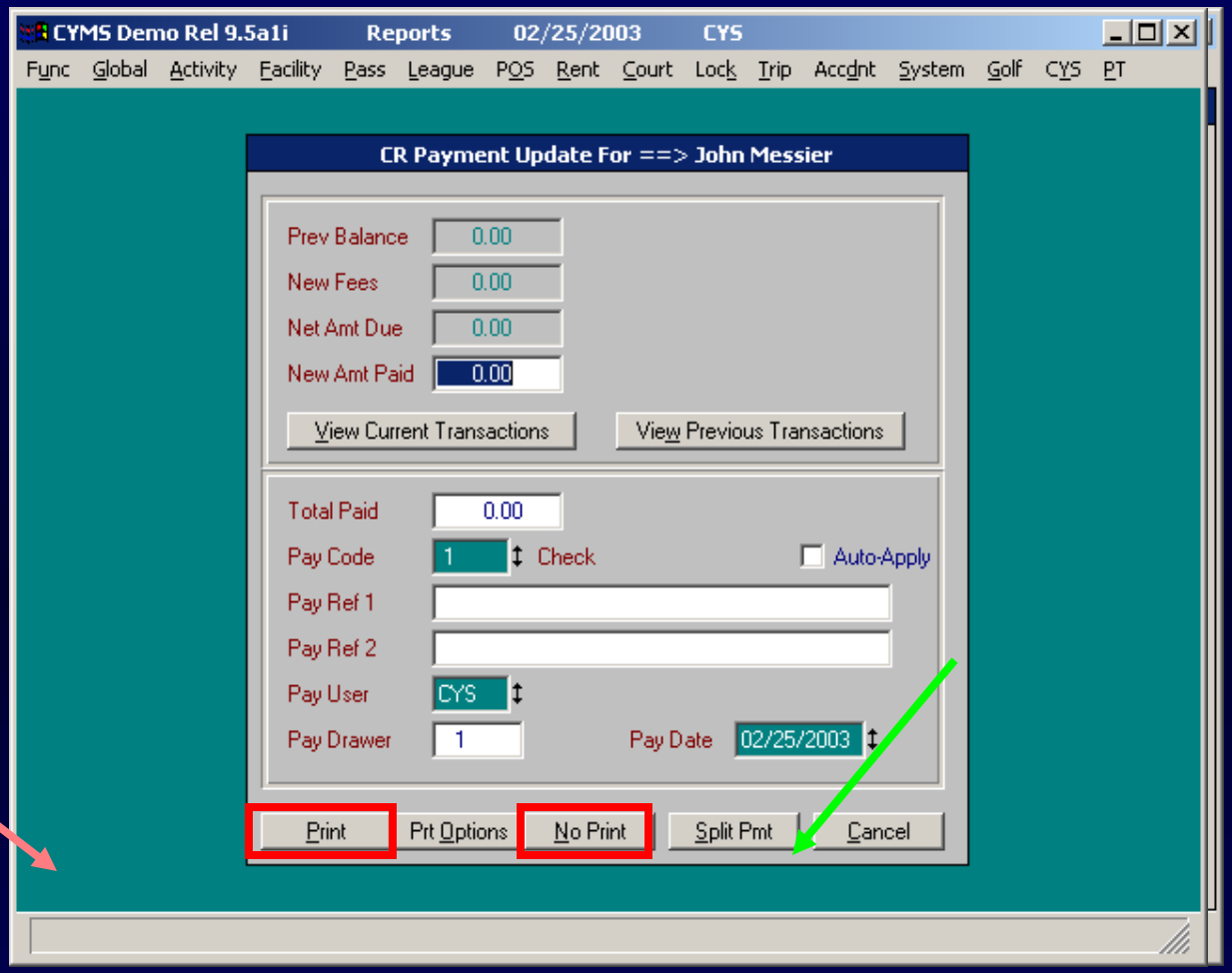


Click OK again...

...Then click Yes

Hourly Reservations - Cancellations

Click Yes through the message



Then Print or No Print to Finish

If some days/time blocks show cancelled and they shouldn't, click Cancel Changes and start over.

Otherwise, click Payment to finish

Hourly Cancellations (Key Points)

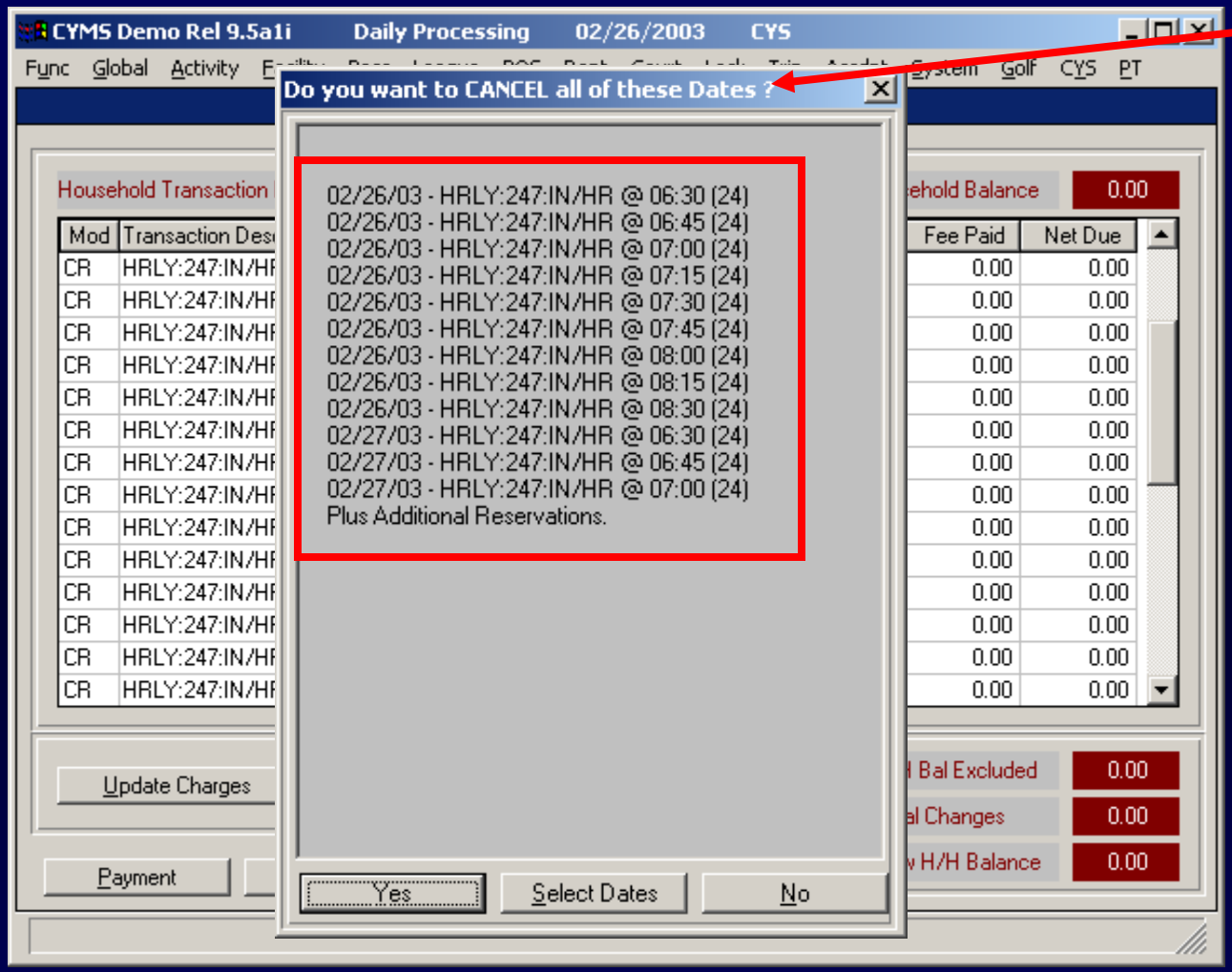
- For every reservation, the system assigns a Reservation #. If a customer makes multiple reservations during the same phone call and the clerk uses the Add Dates option, the same number gets linked to all the reservations (even if they are on different days).

- Pay special attention when canceling reservations. If you click Entire Reservation the system searches for all reservations linked to the same Reservation # as the time block you highlighted. If not careful, you may inadvertently cancel other days/time blocks.

- Other than that, canceling reservations is quite

Hourly Cancellations (Key Points)

..means you have to be careful on this screen



One Reservation Number (24),

crossing multiple days, all linked…

Hourly Reservations - Max Count Adjustment

The Court Maximum Count Adjustment program is used to increase or decrease the number of hourly slots that were created during the Court Slot Generator process.

It changes your maximum booking count.

Path: Utilities – Court -- Court Max Count Adjustment

Hourly Reservations - Max Count Adjustment

Example:
During a normal week you are capable of taking 4 hourly infants. You created slots using the Court Slot Generator with a Max Booking Count of 4. But as a particular day arrives, you realize you will only be able to staff for two infants.

- The **Max Count Adjustment** program allows you to lower your max number of infants for that day from 4 to 2.

- If more than 2 children have already reserved time for that day, the system doesn't remove those reservations; it simply doesn't allow you to keep overbooking.

- The **Court Slot Generator** **cannot** be used to reduce slots since it will skip blocks that have already

Hourly Reservations - Max Count Adjustment

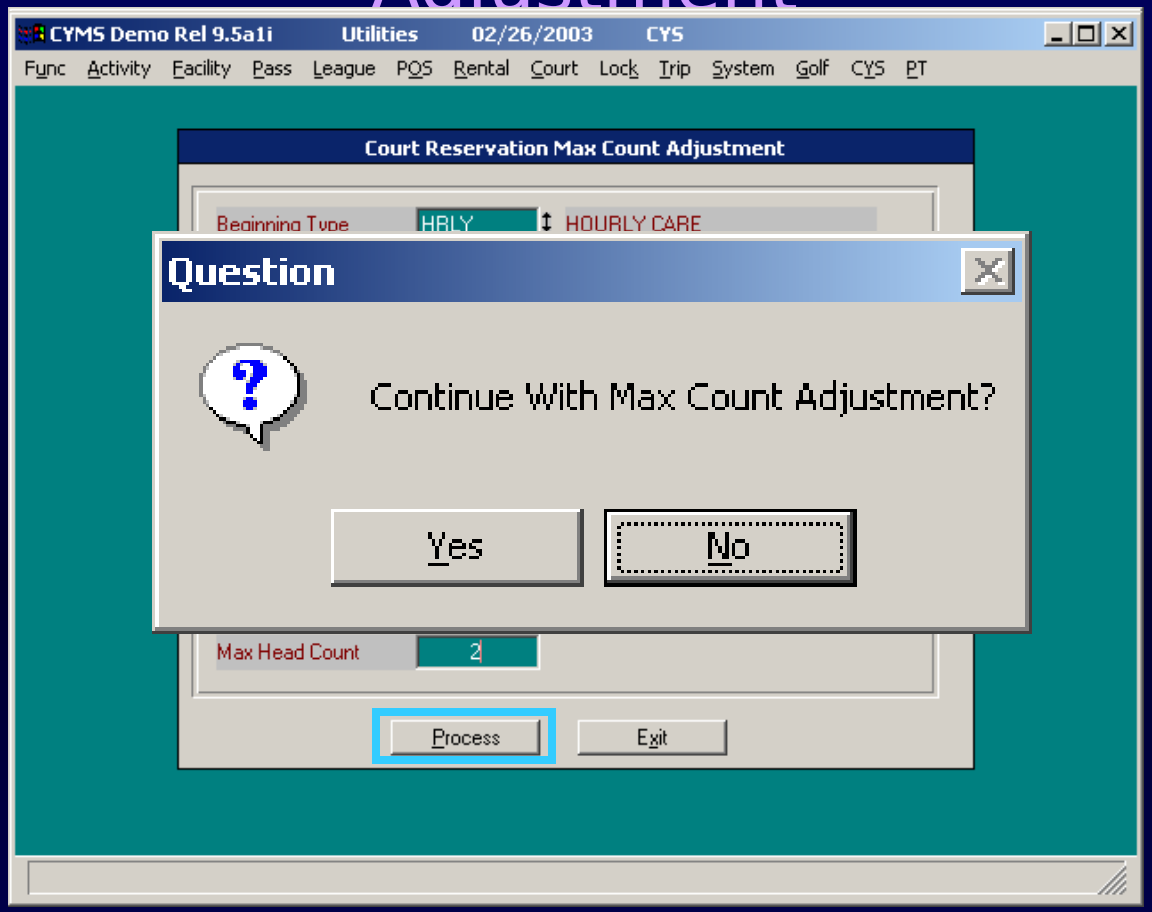
To find this program, go to:

Utilities – Court -- Court Max Count Adjustment

Hourly Reservations - Max Count Adjustment

Enter the Date you wish to adjust slots on

Then click Process

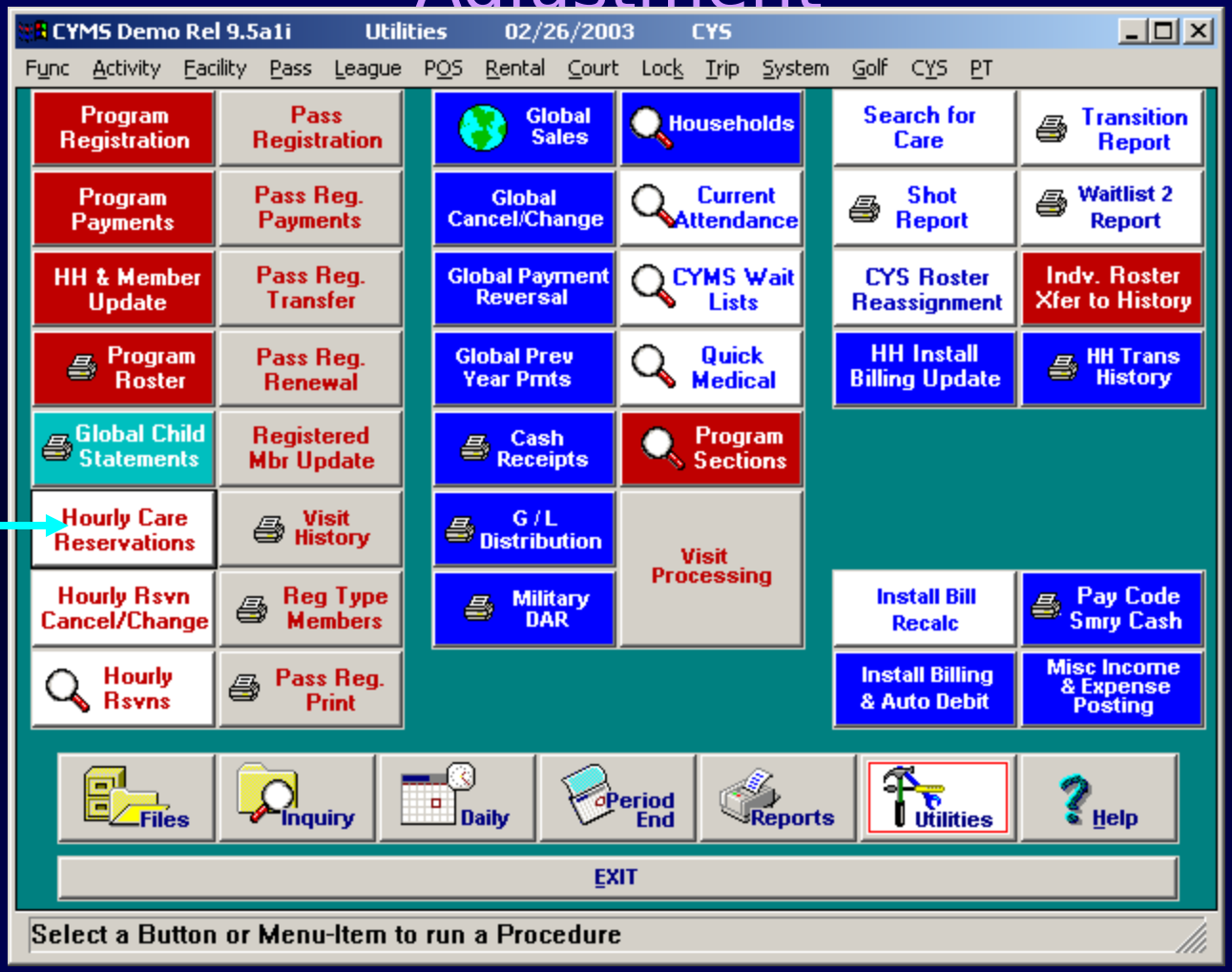


Type in the number of slots for that room for that day

And Yes to continue

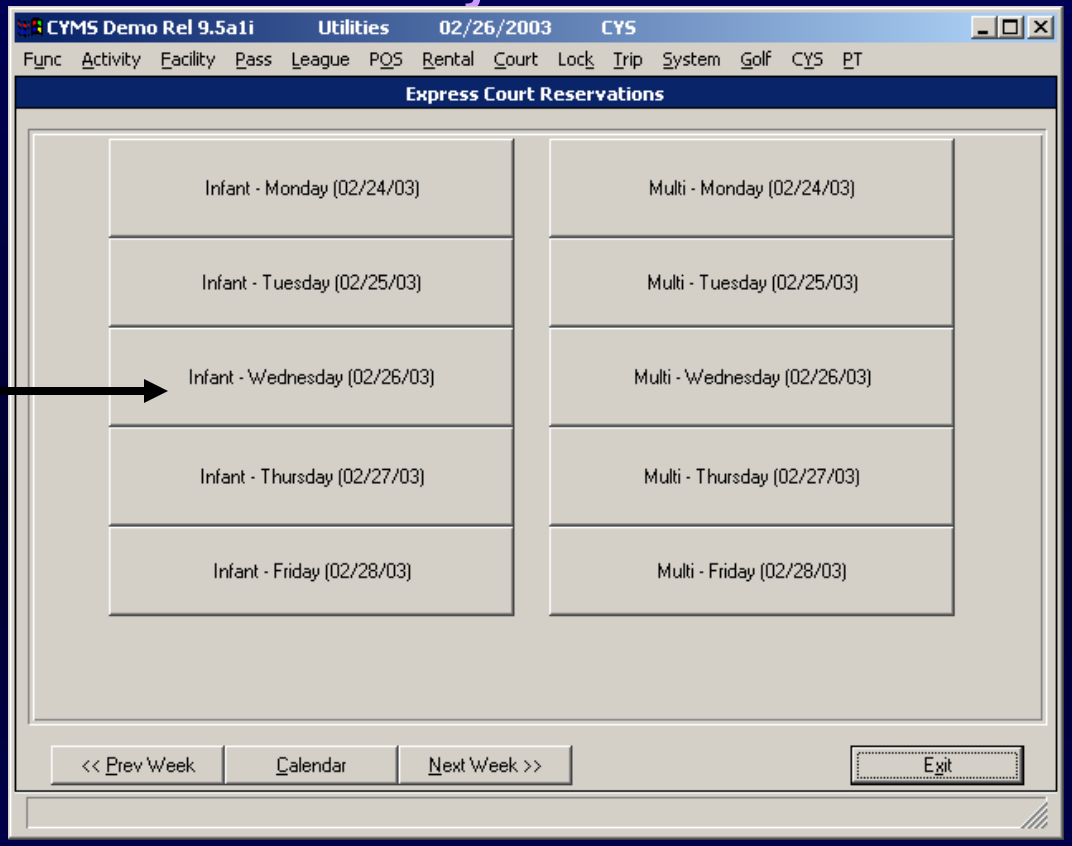
Right click for the Beginning and Ending room you wish to adjust slots on

Hourly Reservations - Max Count Adjustment



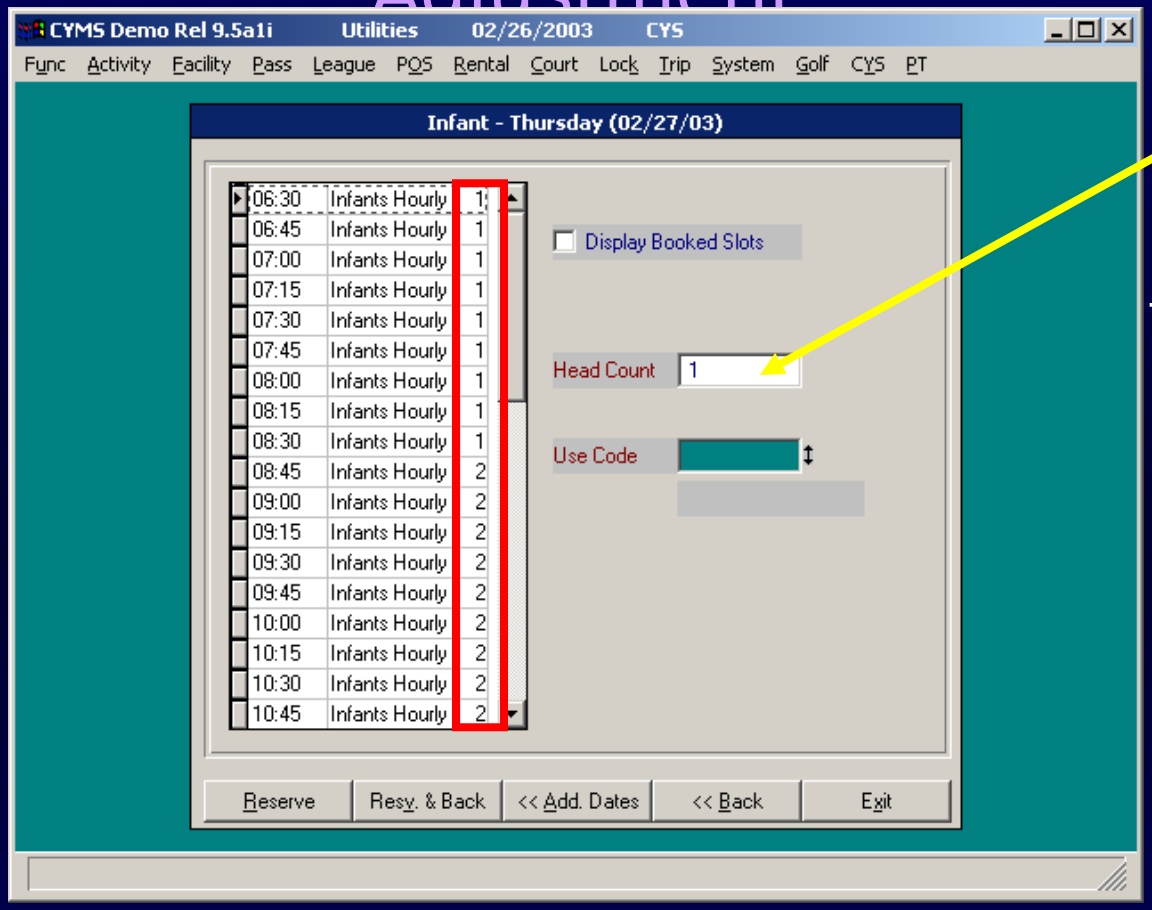
To verify that what you did worked, click the Hourly Care Reservations button

Hourly Reservations - Max Count Adjustment



Select the room/day you adjusted slots on

Hourly Reservations - Max Count Adjustment



Remember:
You don't ever change the Head Count !!!

Notice some slots say 1 slot available and some say 2. Only 1 is available since those time slots have already been booked by someone.

Max Count Adjustment – Key Points

1. Can be used to increase or decrease the number of slots you have available

2. Can only be used if slots have already been created using the Court Slot Generator --- it cannot be used <u>in place of</u> Court Slot Generator!